



**Request for Proposal
General Specifications For
Inmate Telecommunications System
McLean County Adult Detention Center
Located at the McLean County Law & Justice Center
104 W. Front Street, Bloomington, Illinois**

Notice to Vendors:

This is a Request for Proposal (RFP). Sealed proposals for the services described in the Scope of Services will be received in the Office of the McLean County Administrator at 115 E Washington Street, Room 401, P.O. Box 2400, Bloomington, IL 61702-2400 until 2:00PM on Thursday, June 7, 2018.

Sealed proposals will be opened and read publicly in the Office of the McLean County Administrator at 115 E Washington Street, Room 401, Bloomington, IL 61702 at 2:00PM on Thursday, June 7, 2018.

Proposed services include video visitation services, inmate non-contact telephone services, and inmate telephone services.

The proposal and all related information may be obtained in the Office of the McLean County Administrator at 115 E Washington Street, Room 401, Bloomington, IL 61702, or by calling (309) 888-5110 between the hours of 8:00AM and 4:30PM, Monday thru Friday, or online at www.mcleancountyil.gov/inmatetelecommunicationservices

All requests by interested VENDORS for a copy of the request for proposal packet must be received by McLean County (COUNTY) prior to the date and time of the Mandatory Pre-Bid Meeting herein identified.

The COUNTY reserves the right to waive technicalities and to reject any or all proposals for any of the reasons below:

- More than one proposal for the same work from an individual, firm, partnership, or corporation under the same name or different names;
- Evidence of collusion among vendors;
- Unbalanced proposals in which the prices for some items are, in the judgment of the Awarding Authority, out of proportion to the prices for other items;
- If the proposal form is other than that furnished by the Awarding Authority; or if the form is altered or any part thereof is detached;
- If there are omissions, erasures, alterations, unauthorized additions, conditional or alternate proposals, or irregularities of any kind which may tend to make the proposal incomplete, indefinite or ambiguous as to its meaning;
- If the vendor adds any provisions reserving the right to accept or reject an award;
- If the proposal is prepared with other than ink or typewriter.

Invitation for Proposals: McLean County, a body corporate and politic, herein COUNTY, will accept sealed proposals from qualified vendors to provide an inmate telecommunications system (further referred to as ITS) which includes video visitation services (further referred to as VVS), inmate non-contact telephone services (further referred to as (NCTS), and inmate telephone services (further referred to as IMS). All services shall include a recording system, monitoring system, equipment for the inmates, and other potential ancillary services at the facilities located at the Law & Justice Center, 104 West Front Street, Bloomington, IL 61702.

Any item not specifically mentioned, but necessary for the delivery and operation of the ITS including a VVS, NCTS, IMS, and other ancillary services shall be included in your response. The requirements listed herein should be met in their entirety by each Vendor. In instances where your system differs from these requirements, you must note the difference and describe in detail how the system will meet the County's needs without including this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor's proposal at the County's discretion.

Schedule:

The estimated schedule for the Request for Proposals is as follows:

Mandatory Pre-Proposal Meeting	May 30, 2018
Proposal Submission deadline:	June 7, 2018
Contract Award:	June 19, 2018
Contract Effective Date:	June 21, 2018
Successful Vendor Provide Wiring Diagram for the Expansion portion of the project	July 2, 2018
Successful Vendor can start equipment and cabling installation in the Existing portion of the project	June 28, 2018

Successful Vendor Start Equipment Install
in the Expansion portion of the project

August 13, 2018

Estimated Service Cut-Over

September 17, 2018

Mandatory Pre-Proposal Conference: A mandatory pre-proposal conference has been scheduled for **Wednesday May 30, 2018, at 1:00 p.m. CDT**, at the McLean County Government Center Building in Room 404 located at 115 E. Washington Street, Bloomington, Illinois 61702, at which time all interested VENDORS must attend to meet with McLean County staff to tour the facility, review scope of services, and ask questions regarding the process and specifications. **Meeting will begin promptly at 1:00 p.m. and attendees will be required to sign in as having attended.** Prohibited items, including cell phones, will not be allowed to enter the Law & Justice Center building.

No questions from potential VENDORS will be accepted prior to the Mandatory Pre-Proposal Conference. All VENDORS shall have questions addressed in the Mandatory Pre-Proposal Conference. Any deviation from this policy to directly contact or influence COUNTY staff may result in disqualification for consideration of a proposal. Parking for this meeting is entirely at VENDOR'S expense, and is suggested in the Abraham Lincoln Memorial Parking Deck Garage located east of, and adjacent to, the McLean County Law & Justice Center.

Submission of Proposal: The VENDOR shall return an original and three (3) copies of the RFP response in a sealed envelope or package plainly marked on the outside Inmate Telecommunications System RFP Response, and must be returned either by mail or hand delivery, along with all other proposal requirements stated herein, no later than 2:00 PM CDT on June 7, 2018 to the Office of the McLean County Administrator at 115 E Washington Street, Room 401, P.O. Box 2400, Bloomington, IL 61702-2400. Original proposal must be clearly marked "ORIGINAL" and contain all original signatures of VENDOR submitting the response.

The submission of a proposal shall be conclusive assurance and warranty the vendor has examined the proposed scope of services and understands all requirements. The VENDOR will be responsible for all errors in the proposal resulting from failure or neglect to conduct an in-depth examination. The COUNTY will, in no case be responsible for any costs, expenses, losses or changes in anticipated profits resulting from such failure or neglect of the vendor.

The VENDOR shall take no advantage of any error or omission in the proposal.

Proposals received after the time specified will be returned to the VENDOR unopened.

Permission will be given to a VENDOR to withdraw a proposal if the VENDOR makes the request in writing before the time for opening proposals.

Registration: Registration of VENDOR is **required** so that any changes or amendments to the specification or bid packet or any terms thereof can be communicated to each VENDOR and to establish a single point of contact with each VENDOR. Registration can be made by going to

www.mcleancountyil.gov\inmatetelecommunicationservices. RFP packets may also be obtained at this website.

SCOPE OF SERVICES:

Overview: The services provided by the Vendor shall include the supplying, installing, and maintaining an inmate telecommunications system that includes video visitation services, inmate non-contact telephone services, and inmate telephone services, and other ancillary services necessary for the operation of the inmate telecommunications system. The work performed in the Expansion portion of the Law & Justice Center (Exhibit 1) project will require installing the inmate telecommunications system components in the housing provided by the COUNTY and detailed in Exhibit 2. The cabling requirements in the Expansion portion of the Law & Justice Center will be provided by the COUNTY in accordance with the wiring diagrams provided by the successful VENDOR. The work performed in the Existing portion of the Law & Justice Center (Exhibit 3) project will require installing the inmate telecommunications system components in housings provided by the VENDOR. All cabling required in the Existing portion of the Law & Justice Center will be provided by the VENDOR.

Definitions: For the purpose of this RFP, the term “VENDOR” refers to the provider of equipment and services. The term “COUNTY” will refer to McLean County. The “system” will be referred to as the ITS vendor’s individual method for providing all services requested.

The words “must” and “shall” indicate mandatory requirements. Taking exception to any mandatory requirement may be grounds for rejection for the proposal. There may be other requirements that the County finds important but not mandatory. It is important to respond in a concise manner to each requirement in this document.

Contract Term: The contract will be for a period of five (5) years.

Termination: The obligation to provide further service under the terms of the resulting contract may be terminated by the County upon sixty (60) days written notice in the event of material breach by the successful VENDOR. If County chooses to discontinue this contract, the VENDOR warrants that it will remove all ITS equipment from the facilities without charge, and that service and equipment will not be removed until another Vendor has been identified. The removal of equipment and disconnection of the present system will occur during the implementation of the new system with minimal interruption of service to the County. It will be necessary that the current VENDOR cooperate with the new vendor during the implementation of the new system.

Damage and Repair Liability: The COUNTY will have no liability to the VENDOR for fraud, theft, vandalism, damage, or loss of the VENDOR's equipment inflicted by the inmates or the public. All costs associated with the repair of equipment will be the responsibility of the VENDOR. Other ancillary services may require hardware that falls outside of this stipulation. This hardware should be listed in the response to the RFP.

VENDOR warrants that all repairs will be made at their expense. VENDOR shall make all reasonable efforts to ensure that the calling service is operational and repaired as quickly as

possible.

Insurance Provisions: In accordance with COUNTY insurance requirements, the awarded VENDOR agrees to provide the following insurance:

- a. Commercial General Liability. Required liability insurance coverage shall be written in the occurrence form and shall provide coverage for operations of the Contractor; operations of subcontractors (contingent or protective liability); completed operations; broad form property damage and hazards of explosion, collapse and underground; and contractual liability. The general aggregate limit shall be endorsed on a per project basis.
 - 1. General Aggregate Limit \$2,000,000
 - 2. Products-Completed Operations Aggregate Limit \$2,000,000
 - 3. Each Occurrence Limit \$1,000,000
- b. Workers Compensation and Employers Liability
 - 1. Workers Compensation shall be provided according to the provisions of the Illinois Worker's Compensation Act, as amended.
 - 2. Employers Liability.
 - a. Each Accident \$500,000
 - b. Disease-policy limit \$500,000
 - c. Disease-each employee \$500,000
- c. Such insurance shall be executed by insurance companies admitted in the State of Illinois and should be in a form acceptable to COUNTY.
- d. The County of McLean and their officers and employees shall be named as an "Additional Insured" on the required insurance. A Certificate of Insurance evidencing such insurance shall be provided to COUNTY.
- e. In addition to the foregoing, the Contractor shall maintain an Umbrella/Excess Liability policy with coverages for the same hazards as covered under the primary policies, including any special requirements, with aggregate limits of no less than \$5,000,000.00. COUNTY shall be named as "Additional Insured" on the Umbrella/Excess Liability policy of the Contractor. Coverage shall be primary, and COUNTY's insurance shall be non-contributory.

Successful VENDOR must submit copies of insurance certificates to the COUNTY before any work may begin.

Evaluation of Proposals: In determining the lowest responsible VENDOR, the COUNTY shall take into consideration the qualities of the articles supplied; their conformity with the specifications; their suitability to the requirements of the COUNTY, availability of support services; uniqueness of the service, materials, equipment, or supplies as it applies to networked,

integrated computer systems; compatibility to existing equipment; and the delivery terms. Additionally, the successful vendor for providing the ITS will be determined based upon an analysis that takes into consideration the quality of the ITS proposed, references, and compensation offered.

Limited Access and Secured Area: All work on this project takes place within the secured area of the McLean County Jail. The requirements for the qualification of workers on this project are attached as Exhibit #4.

Proposal Review: By submission of a proposal, VENDOR hereby declares that they have completely reviewed the RFP specifications and have attended the Mandatory Pre-Bid Conference and Tour of Jail and that all questions regarding the project have been answered to the complete satisfaction of VENDOR.

Addenda: All addenda, if any, will be sent to all registered vendors and the COUNTY will request acknowledgment of receipt of all addenda.

Compliances: Proposals and services provided must meet all codes, laws, and ordinances as are applicable to local, state, or national authorities, and any other mandatory or industry accepted compliance practices and codes or manufacturing codes and generally accepted for the installation, operation, and maintenance of the inmate telecommunication system.

Safety During the Installation, Operation, and Maintenance of the System: VENDOR shall be responsible for this project to occur in a safe environment. COUNTY does not warrant any safe conditions. Safety at all times during the project shall be created and maintained by the awarded VENDOR in compliance with all OSHA, federal, state, and local regulations. VENDOR agrees to exempt COUNTY from any damages as a result of injuries to workers, members of the public, or COUNTY employees.

Do No Damage: VENDOR hereby agrees that they will do no damage to any COUNTY property during the installation, operation, and maintenance of the inmate telecommunications system or any aspects thereof, and further agrees to pay COUNTY for repairs (including parts and labor) for any damage discovered to COUNTY property as a result of providing this system. This includes, but is not limited to, any damage to the following COUNTY property: its grounds, parking lots, curbs, entrance steps and ramps, sidewalks, entrance doors, walls, ceilings, light fixtures, furniture and equipment, flooring surfaces, carpeting or floor tiles, cable troughs, utility services, plumbing systems, alarm systems, building exterior surfaces, building structural integrity, windows, roof-top mechanical systems or any other roof-top installations, exterior lighting systems, under-ground cabling systems and troughs, sewer septic services, elevators, or potable water services.

Non-Affiliation Clause: No member of the McLean County Board or any other County official shall have an interest in any contract entered into by the McLean County Board either as a contractor or subcontractor pursuant to Illinois Compiled Statutes, 50 ILCS 105/3, et. seq.

Hold Harmless Provision: The VENDOR agrees to save and hold COUNTY (including their respective officials, agents, and employees) free and harmless from all liability, public or private, penalties, contractual or otherwise, losses, damages, costs, attorney's fees, court costs, expenses, causes of action, claims or judgements, resulting from claimed natural persons or any other legal entity, or property of any kind (including, but not limited to choses in action) arising out of or in any other way connected with this undertaking, whether or not arising out of the partial or sole negligence of COUNTY and/or their respective officials, agents, or employees, and shall indemnify COUNTY for any costs, expenses, judgements, and attorney's fees paid or incurred by or on behalf of COUNTY and/or their respective agents and employees.

Prevailing Wage: The attached **SPECIAL PROVISION FOR THE WAGES OF EMPLOYEES ON PUBLIC WORKS** (Exhibit #5) shall apply to this work. No additional compensation will be allowed to the Contractor for complying with all the requirements of the **SPECIAL PROVISION FOR THE WAGES OF EMPLOYEES ON PUBLIC WORKS**.

Work Hours: Work by VENDOR shall only be Monday-Friday, during the hours of 7:00 a.m. to 4:30 p.m. (The time each day shall be negotiated with VENDOR, if VENDOR suggests an agreeable change to these work hours.) Any change in work hours must be approved in writing by COUNTY.

Equal Employment Opportunity: In the event of the VENDOR's non-compliance with the provisions of this Equal Employment Opportunity Act, the VENDOR may be declared ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be cancelled or voided in whole or in part, and other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.

Selection of Labor: The VENDOR shall comply with all Illinois statutes pertaining to the selection of labor.

During the performance of this contract, the VENDOR agrees as follows:

- 1) That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental handicap, unfavorable discharge from military service, sexual orientation, order of protection status, or citizenship status; and, further, that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
- 2) That if it hires additional employees in order to perform this contract or any portion of this contract, it will determine the availability of minorities and women in the area(s) from which he or she may reasonably recruit, and it will hire for each job classification for which employees are hired in a way that minorities and women are not underutilized.

- 3) That in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, national origin, ancestry, age, marital status, physical or mental handicap, unfavorable discharge from military service, sexual orientation, order of protection status, or citizenship status.
- 4) That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising the labor organization or representative of the contractor's obligations under the Illinois Human Rights Act. If any labor organization or representative fails or refuses to cooperate with the contractor in its efforts to comply with the Act, the contractor will promptly notify the Illinois Department of Human Rights and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations under the contract.
- 5) That it will submit reports as required by the Department of Human Rights rules and Regulations, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and the Department's Rules and Regulations.
- 6) That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Illinois Department of Human Rights for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and the Department's Rules and Regulations.
- 7) That it will include verbatim or by reference the provisions of this clause in every subcontract so that such provisions will be binding upon every such subcontractor. In the same manner as with other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause by subcontractors; and further it will promptly notify the contracting agency and the Illinois Department of Human Rights in the event any subcontractor fails or refuses to comply therewith. In addition, the contractor will not utilize any subcontractor declared by the Illinois Human Rights Commission to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

Validity of Proposal: Proposal shall be considered valid for a minimum period of sixty (60) days from the date of the deadline for the receipt of proposals.

VENDOR Qualifications:

I. Experience

COUNTY is requesting prospective vendors who have an interest in or are known to do business relevant to this RFP for ITS and ancillary services. The VENDOR must be an

experienced, reputable firm providing the requested system. Vendors not currently involved with these systems will not be considered for this contract.

II. References

VENDOR must provide five references including name, location and size of facility, date of installation, and a contact person and phone number.

Inmate Telecommunications System Requirements

I. System Security

- a. The proposed system must be web based with tiered security access levels so employees can access the platform from outside the jail location. If there are functions that cannot be performed remotely, VENDOR must clearly describe any limitations.
- b. The system shall be a web-based, easy to use application that is available securely from anywhere at any time remotely.
- c. The proposed system must be programmed for auto shut off at times designated by the COUNTY.
- d. COUNTY personnel must be able to manually shut down the service in case of emergency.
- e. The proposed system shall be password protected to permit only appropriate COUNTY personnel access to the service.
- f. The system must have the capability to enable and disable any ITS component at the COUNTY facility from any secured computer.
- g. For security purposes, the system must be a centralized non-premise system that will keep all records secure and not require the need to be maintained at the facility. Describe your system and how your system will meet this requirement.
- h. System can set a maximum call length for calls made by inmates. In response, describe the range of time and increments that calls can be limited to.
- i. System can shut down all or subsets of inmate telephones (by floor, block or other grouping).

II. Fraud Management

- a. The proposed system must be able to detect potentially fraudulent telephone activity and at the COUNTY's discretion disconnect calls automatically. Describe the types of fraudulent telephone activity VENDOR's system will detect and the method by which it is detected.
- b. The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing".
- c. The proposed system shall prevent extra digits dialed by the inmate after the party has accepted the call. Please describe process.
- d. The proposed system shall continue to play the brand recording at random intervals throughout the call.
- e. The proposed system shall guard against "hook-switch-dialing" and other fraudulent activities. Please describe.
- f. The inmate shall not communicate with the called party until the call has been accepted.
- g. The system shall detect the difference between an accepted call, an answering machine, busy signal, and other telephone activity. Please describe.

- h. The proposed system shall also have the ability to assign approved calling numbers according to a specific inmate.
- i. The proposed system shall permit the called party to block all future calls from a correctional facility.

III. Call Recordings

- a. The proposed system shall maintain all call recordings centrally, on disk storage, using RAID technology (or approved equal) and not use tape drives for storage or call recordings.
- b. All call recordings shall be stored online and available through the online user interface for three (3) years.
- c. Facility personnel must be able to search call recordings by dialed number, date, time inmate account, or site ID.
- d. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.
- e. Call recordings must be accessible by the COUNTY for a minimum of five years or the length of the contract, whichever is longer. Upon request, call recordings must be made available to the COUNTY at no charge for 3 years after contract expiration even if the COUNTY decides to use another inmate phone system provider.
- f. Recorded calls must be backed up and geographically disparate to minimize the risk of lost calls due to a catastrophic system failure. Please describe VENDOR's system backup plan and system redundancy.

IV. Investigative Features

- a. The proposed system shall have capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.
- b. The system will need to be equipped with a remote conferencing feature and e-mail feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call and receive e-mail notification from a designated remote location while the call is in progress. The call will need to be automatically conferenced to a predetermined investigator's telephone number in listen-mode only once the call is accepted by the called party in progress.
- c. The proposed system must allow for all calls remotely conferenced to investigators to be accepted by the investigator with a unique PIN.
- d. Additional investigative features are discussed in section XV.

V. Call Acceptance

- a. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.
- b. The proposed system shall include user prompts in English and Spanish.
- c. The called party must actively accept the call.
- d. The inmate cannot communicate nor hear the called party until the call has been accepted.
- e. Billing does not begin until the call is accepted.

- f. System allows COUNTY to enable some telephone numbers to be called without any charge, i.e. to Public Defenders, at COUNTY's discretion.
- g. System shall allow for telephone numbers to be called without any charge for services that are required to be provided by federal, State, or local law. i.e. to P.R.E.A.

VI. Reports

- a. The VENDOR shall supply a method to retrieve call detail reports to the COUNTY. The reports shall contain a variety of call information and be customizable to suit the COUNTY's needs.
- b. VENDOR shall attach samples of their call detail and other standard reports to their proposal.
- c. VENDOR shall provide a secure access to all calling activity within the facility via the internet/web.

VII. Service and Maintenance

- a. VENDOR shall provide 24-hour, toll-free service number.
- b. VENDOR shall address all major service outages within four (4) hours.
- c. VENDOR shall provide service policies and procedures as an attachment to this proposal.
- d. Describe the maintenance and quality assurance programs for telephones to be installed.
- e. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.
- f. Provide a contact person who will be responsible for ongoing account management and support.

VIII. Training

- a. VENDOR shall provide initial onsite training to the COUNTY staff in system administration, operation, and reporting. Training thereafter can be remote or, if requested by the COUNTY, onsite.
- b. Describe the training program, include a description of topics covered and any applicable documents.

IX. Installation and Cut-over

- a. The VENDOR will provide inmate phone sets, an automated inmate call control system, visitation recording sets, remote system access and all other ancillary services requested in the system and insure they are working properly. This installation is to be completed as described in the Schedule section of the RFP.
- b. VENDOR shall submit a complete and detailed schedule of the time frame required for installation including utility coordination, internet service provider installation, training, cut-over and testing. The service must be installed in a manner and under a timeframe designed to minimize disruption of normal function of the COUNTY.
- c. Any delay in the implementation of the VENDOR's schedule that is caused by the COUNTY will increase the VENDOR's time allowance to complete installation, but the VENDOR must submit a complete and detailed schedule of additional time required.
- d. The risk of loss and/or damage will be assumed by the VENDOR during shipment/travel, unloading and installation.

X. Lobby Kiosk for Inmate Telecommunication System Deposits

A. Kiosk Specifications

- a. VENDOR must provide a lobby kiosk that allows friends and family to deposit funds *directly* into the inmate calling/PIN account or a phone number. Deposits will not go into inmate's trust account.
- b. Lobby kiosk must have a touch screen, a receipt printer, two (2) bill acceptors, and it must be built in a steel case to prevent vandalism.
- c. Lobby kiosk must be ADA compliant.

B. Kiosk Deposit Information to be Provided

- a. What is the minimum cash deposit allowed on the kiosk?
- b. What is the maximum cash deposit allowed on the kiosk?
- c. What are **all** the possible fees associated with a cash deposit?
- d. What is the minimum credit/debit card transaction allowed on the kiosk?
- e. What is the maximum credit/debit card transaction allowed on the kiosk?
- f. What are **all** the possible fees that are associated with a credit/debit transaction?
- g. List any other fees that may apply that are not asked for here.

XI. Calling Options

- a. VENDOR must fully describe all available calling options.
- b. Describe all points-of-sale that will accept payments for all proposed services.
- c. All deposit methods, whether provided by the VENDOR or a third party, must be thoroughly described.
- d. All associated fees (whether to the depositor or to the inmate) must be fully disclosed for all proposed deposit methods in VENDOR's RFP response. No fees will be allowed to be charged once the contract is approved that are not already disclosed in VENDOR's RFP response.
- e. Describe any automated promotional programs that allow calls to be connected and paid for instantly by nontraditional means.
 - i. What is the cost of a call that is connected by the described programs?
 - ii. Disclose the total cost, call fees, transaction fees, and any third-party fees that are charged to the end user when utilizing the proposed promotional programs.
 - iii. Fully describe the commission/compensation that the COUNTY will receive on the calls that are connected through the proposed promotional programs.
 - iv. The following chart must be filled out to describe all programs offered.

Product/promotional program	Payment Method	Consumer Cost	All Fees	Facility Compensation

XII. Commission

- a. The system shall have the capability to inform the called party of the call cost prior to acceptance.
- b. The rates charged to users shall not exceed the maximum tariffs as mandated by the State and Federal Regulations.
- c. VENDOR billing to called parties must include the VENDOR information and a toll-free telephone number to resolve billing disputes.
- d. Billing charges shall begin at the time of the call acceptance when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusal of calls, answering machine pick-ups, etc. shall not be billed.
- e. VENDOR shall include a detailed analysis as to how they determine commissionable revenue including examples of consumer deposits from all points-of-sale, the fees they pay, the dollar amount available for a call given the deposit, and the amount that the COUNTY is commissioned after the dollar amount has been used from an accepted call.

XIII. Consumer Fees

The COUNTY believes in providing fair and affordable services to friends and family. The VENDOR must disclose all possible consumer fees if the VENDOR's proposal is selected. This includes VENDOR fees and third-party fees. COUNTY may reject proposals if all potential fees are not fully disclosed. This would include, but is not limited to, any and all deposit fees, transfer fees, refund fees, account maintenance fees, billing fees, paper bill fees, monthly access fees, etc.

XIV. Video Visitation

- a. System should allow for remote and onsite video visitations to occur.
- b. System would require 34 inmate visitation terminals and 16 visitor lobby terminals for video visitation.
- c. COUNTY is expecting to run 10 simultaneous remote visits and 16 onsite visit sessions at a time. The VENDOR will be required to provide the bandwidth able to run the required amount of sessions.
- d. VENDOR must state the amount of bandwidth (upload and download) required to run one remote visit on the proposed platform.
- e. VENDOR must state the amount of bandwidth (upload and download) required to run an onsite visit (inmate terminal to visitor terminal) on the proposed system.
- f. VENDOR must be responsible for all costs associated with installation, maintenance, and system upgrades, for the length of the agreement.
- g. VENDOR must describe, in detail, the proposed video visitation solution and the cost of the system.
- h. VENDOR will not be allowed to deduct from commission due to the VENDOR's predetermined functionality benchmarks. For example: If County doesn't generate enough remote visits, the VENDOR cannot deduct from inmate calling commission.

- i. VENDOR must provide face-to-face visitation sets in the County facility.
- j. Vendor may not limit the number of onsite video visitation time-slots in order to force more remote visitations to occur.

XV. Additional Investigator Tools

- a. Systems using Voice Print Technology including continuous voice identification are preferred. Voice prints should be able to be determined from multiple sources and languages.
- b. Systems using a covert enrollment process where the voice print is created without the inmate's knowledge are preferred. This requires no voice verification enrollment process.
- c. Systems having a visual link analysis diagram that shows calling patterns and relationships are preferred.
- d. Systems identifying inmate PIN/ID sharing events are preferred.
- e. Systems should process both mono and stereo audio inputs. It will be capable of splitting the caller's voice from the called party's voice.

VENDOR'S INFORMATION FORM

From:

Vendor's Firm Name: _____

Vendor's Firm Address: _____

City/State/Zip Code: _____

Vendor's Telephone Number: _____

Vendor's FAX Number: _____

Vendor's Email address: _____

To: McLean County
 Government Center
 115 E. Washington Street, Room 401
 P.O. Box 2400
 Bloomington, Illinois 61702-2400

Dear COUNTY,

Our firm has received and reviewed the documents entitled "INVITATION TO PROPOSALS" for the Inmate Telecommunications System. We have examined all documents regarding the service to be provided under the Request for Proposals and attended the Mandatory Pre-Proposal Conference and toured the Jail. We, therefore, submit the following proposal to provide the Inmate Telecommunications System.

In submitting this proposal, we agree:

To hold our proposal valid for at least sixty (60) days after the stated expiration date for receipt of all proposals; to enter into and execute an Inmate Telecommunications System contract, if awarded, providing this service on the basis of our proposal; to furnish all required documents as outlined in the bid packet; and to completely provide the service in accordance with proposal specifications. My signature below certifies that I am authorized by my firm to submit this proposal on behalf of my firm.

Date Submitted: _____

Vendor's Printed Name and Title

Vendor's Signature

COMMISSION

Please identify all call types that the county will receive a commission on, along with the proposed calling rates, in the following format:

Proposed Call Type: Prepaid- Pin Debit

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Call Type: Prepaid- Collect Calling

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Call Type: Prepaid- Calling Cards

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Call Type: Collect Calling (if offered)

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

COMMISSION

Please identify all call types that the county will receive a commission on, along with the proposed calling rates, in the following format:

Proposed Remote Video Visitation Type: Prepaid- Pin Debit

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Remote Video Visitation Type: Prepaid- Collect Calling

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Remote Video Visitation Type: Prepaid- Calling Cards

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		

Proposed Remote Video Visitation Type: Collect Calling (if offered)

Commission percentage to County: _____%

	First Minute (connect + per minute charge)	Subsequent Minutes
Local		
IntraLATA		
InterLATA		
InterState		